



# RENO POLICE DEPARTMENT

## Internal Affairs Division



Annual Report  
2012

*Your Police,  
Our Community*

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## I. Introduction

Since August of 2006, The Reno Police Department recognizes the following principles as their foundational values:

### **RESPECT**

Treating everyone with dignity, empathy and fairness

### **INTEGRITY**

Service that demonstrates honesty, professionalism and dedication in all actions

### **FAIRNESS**

Consistent, ethical and impartial treatment of everyone

### **SERVICE**

Proactively respond to the changing needs of the community and department through open communication, accountability and professionalism

In support of these values, the men and women of the Reno Police Department have adopted a Mission Statement as a means of focus and commitment to our community.

## **Reno Police Department Mission Statement**

We are committed to partner with our Community to create a safe city by providing the highest level of police services.

These Values and the Department's mission statement are designed to support and foster the vision that has been set forth for our organization. **That vision is:**

The Reno Police Department will be totally integrated into the community and viewed as a model of policing excellence

One component of our Police Department's success is the support that has been garnered through community interaction and a transparency in departmental operations. One of the mechanisms modern police agencies institute to provide the requisite transparency, for city government and to the public it serves, is a committed Internal Affairs Division. In keeping with departmental values, the sworn and civilian staff assigned to the Reno Police Department's Internal Affairs Division has adopted the following mission statement:

*The Internal Affairs Division will preserve the public's trust and confidence in the Reno Police Department by conducting thorough and impartial investigations of alleged employee misconduct, by providing proactive measures to prevent such misconduct, and by always maintaining the highest standards of fairness and respect towards citizens and employees.*

Police Officers are expected to diagnose situations that they encounter within a few short moments and take the most appropriate course of action. Most encounters with citizens result in positive experiences. In a limited number of situations, officers use their authority inappropriately. In other situations, citizens may believe that police officers have exceeded their authority or have simply not treated them properly.

The Reno police department has established a performance system of accountability to be responsive to the community, as well as to our personnel, who believe that members of our organization may have performed in a less than professional manner. The Internal Affairs Division reports directly to the Chief of Police. This division consists of a Deputy Chief, one Lieutenant, two Detective Sergeants, and one clerical support secretary. Under the direction of the Chief of Police, the division has the responsibility to conduct investigations into complaints of employee misconduct from both inside and outside the department. This includes police officers and professional personnel. The division also has the responsibility for monitoring investigations of alleged employee misconduct that are being conducted by an employee's direct supervisor.

The Lieutenant assigned to the Internal Affairs Division also manages the Department's Training Division which allows for quick intervention should the need for training or policy changes be identified during the course of an investigation.

## II. Annual Report – Purpose

This Annual Report has been produced by the Reno Police Department Internal Affairs Division. It has been created to serve many purposes, a number of which are outlined below:

**(1) Accountability for misconduct**

This report outlines information about citizen complaints received during calendar year 2012. Included in the report are complete statistics on the classification of formal complaints, a breakdown of the allegations made and the disposition of complaints. Similar information is included for those complaints which were initiated internally by the Department regarding possible misconduct by employees.

**(2) Keeping a record**

This report contains information covering a five year period from 2007 through 2012 to provide a basis of comparison. It allows a historical view over a period of time and helps to identify trends which may be present, involving both specific officers and/or types of misconduct. Keeping an ongoing record provides a more timely opportunity to recognize disciplinary issues that may impact the Department and the Community.

**(3) Identifying patterns related to policy, training or supervision**

Not all complaints stem from misconduct by police officers. They may stem from acts driven by policy, training or the supervision of the officers. An annual and historical review of not only citizen and internal complaints, but also of use of force incidents, traffic accidents and vehicle pursuits allows the Department and City officials to evaluate their service delivery systems and methods.

**(4) Early Intervention**

Traditionally, departments have been mainly reactive, investigating complaints of misconduct by employees filed by members of the public. Accurately tracking the activities of employees allows for a method to potentially identify situations that are likely to cause problems before they actually do. The idea is to anticipate situations which may create future complaints and to eliminate the potential causes before they occur.

**(5) Building trust**

Many people are unaware of the responsibilities and actions of the Internal Affairs Division. Officer misconduct is often visible in the media or related in conversations with those who may have filed a complaint. Little is known about the resulting internal investigation regarding the officer's actions. An Annual Report provides some transparency to the process and helps to overcome community suspicion by providing information regarding the complaint process, types of complaints received and their ultimate outcomes.

(6) **Providing a different perspective**

Finally, the Annual Report shares information about the investigative process and certain guidelines that must be followed in every investigation. It also provides information about the process that the Department may use to evaluate sustained cases, to include identifying training needs or discipline recommendations.

### **III. The Complaint Process**

#### **Making a Complaint**

Complaints against employees of the Department can be made in several ways. All employees of the Police Department have the responsibility for taking a complaint so the process can be initiated any time a citizen chooses. A complaint may be lodged against any employee of the Reno Police Department, in person, by the telephone, by e-mail or by standard mail using the information provided in Appendix A. When complaints are initiated outside the normal business hours of Monday through Friday, 8:00 a.m. to 5:00 p.m., the information will usually be taken by an on-duty supervisor and referred to the Watch Commander. The Watch Commander may direct a supervisor to investigate or refer the complaint to Internal Affairs.

Complaints will be accepted from any person regardless of race, color, sex, religion, sexual preference, age or standing in a criminal case. A complaint may be anonymous but must allege definite improper action, give sufficient particulars to make an investigation feasible, and must be reviewed by the Chief of Police/designee for determination as to the extent of the investigation.

All employees within the department have access to the Language Bank to allow translation services for those people with limited English speaking proficiency who wants to file a complaint.

#### **Types of Complaints**

**Internal Affairs Complaints** – or IA's are complaints that are initiated from a non-employee, usually a citizen regarding the actions of an employee. Internal Affairs complaints are generally categorized in two ways:

**Formal** – A formal complaint generally involves a written, signed Personnel Complaint Form and/or a taped statement of the allegation. A verbal statement, even though not taped, may constitute grounds for a formal investigation.

**Informal** – An informal complaint, verbal or written, is an allegation of minor misconduct, being made for informational purposes that can normally be resolved at the time the complaint is made. Informal complaints are generally investigated by the employee's direct supervisor.

**Administrative-Directed Investigations** –or ADI's, are complaints initiated within the police department by an employee against another employee, most often by a supervisor regarding the actions of a subordinate. These are generally investigated by Internal Affairs.

### **Investigative Process**

A determination as to who will investigate a citizen complaint is made based upon which of the following categories they fall within:

**Category I** - Category I complaint investigations will generally require investigation by the Internal Affairs Division:

- a. Criminal Conduct/Code of Conduct
- b. Discrimination
- c. Dishonesty
- d. Excessive Force
- e. False Arrest
- f. Improper Tactics
- g. Racial/ethnic slurs
- h. Firearms and Shooting Policy
- i. Improper Search and/or Entry
- j. Sexual Harassment

The Chief of Police will have the discretion to assign any complaint as a Category I investigation.

**Category II** - Category II complaints will generally be investigated by the involved employee's immediate supervisor. Complaints/Investigations falling into this category will be referred by Internal Affairs, with the approval of the Chief of Police, to the appropriate Division Commander. Assignment of the investigating supervisor will be determined by the Division Commander:

- a. Discourtesy
- b. Improper Procedure
- c. Performance of Duty
- d. Accident

**Category III** -Category III complaints generally involve cases where a citizen is requesting a policy or procedure clarification. The Chief of Police will direct the complaint to the involved employee's Division Commander or the Internal Affairs Unit.

All formal disciplinary investigations must follow guidelines established by state laws and Department policy. The Nevada Revised Statutes, Section 289, Rights of Peace Officers (<http://leg.state.nv.us/NRS/NRS-289.html>), is the state law that dictates

how Internal Affairs Investigations are conducted. These investigations are considered confidential until the investigation is completed.

When a complaint is investigated by Internal Affairs, the following procedures are followed:

- ▶ The Internal Affairs investigator contacts the complainant and arranges an appointment for an interview. Generally, the interview is conducted at the Internal Affairs Division office. However, at times, interviews can be conducted at a complainant's home or business. Interviews are also conducted at the County Jail; therefore, mere incarceration does not preclude a citizen's complaint from being heard.
- ▶ A detailed statement is taken from the complainant. This statement is most often tape-recorded to create a permanent and accurate depiction of the conversation.
- ▶ The same procedure is used for all witnesses and officers involved in the case. It is preferred that all statements are tape-recorded, transcribed, and assembled in a case file for later review.

### **Disposition Classification**

Upon completion of all interviews and a review of any possible evidence, the Internal Affairs investigator writes a report wherein he/she comes to an investigative conclusion based upon the information presented. Each complaint will receive one of six possible findings:

**Unfounded** – When the investigation indicates that the alleged acts did not occur.

**Exonerated** – When the investigation indicates that the act occurred, but it was lawful, proper, justified and/or in accordance with departmental policies, procedures, rules and regulations.

**Not Sustained** – When the investigation discloses that there is insufficient evidence to prove or disprove the allegations made.

**Sustained** – When the investigation discloses by a preponderance of evidence that the act did occur and was in violation of departmental policies, procedures, rules or regulations. Sustained allegations include misconduct which falls within the broad outlines of the original allegations(s).

**Misconduct not based on the complaint** – When the investigation discloses sustainable misconduct that was not part of the original complaint.

**Closed** – When the investigation cannot be processed further due to the lack of cooperation by the complainant, or when the Chief of Police/designee determines that the action in the complaint does not fall within the administrative jurisdiction of the department. A closed investigation may be re-opened upon direction of the Chief of Police/designee.

Barring reasonable investigative delays, Internal Affairs investigations will generally be concluded within 90 days of the original complaint.

### **Disciplinary Review Board**

The Reno Police Department utilizes a Disciplinary Review Board in recommending the level of discipline for individual cases involving police officers. The Disciplinary Review Board's primary purpose is to ensure consistency and fairness in the personnel investigation process and application of discipline. The Board formally reviews personnel investigations completed by Internal Affairs or staff within divisions. Based on these reviews, the Board can direct further investigative action, and ultimately provide a recommended level of discipline and or training for sustained allegations of inappropriate conduct.

The Disciplinary Review Board is comprised of five members of the department including a Deputy Chief of Police, a Lieutenant, a Sergeant and two Officers. It is the policy of the Reno Police Department to impose discipline following a series of progressive steps; however, there may be instances where deviation from that policy is warranted. Types of disciplinary action may include:

**Documented Oral Counseling** - Documented Oral Counseling is the first step in the progressive disciplinary process and is intended to address relatively minor infractions.

**Written Reprimand** - A Written Reprimand is a formal written notice regarding significant misconduct, specific inadequate performance or repeated offenses. It is the second step in the progressive disciplinary process and is intended to provide the employee with a written record outlining specific corrective action that must be taken to avoid subsequent serious disciplinary action.

**Suspension** - Suspension relieves an employee from duty for a specified period of time without pay. This is a severe disciplinary action administered by the department when an employee commits a serious violation of established rules or after written reprimands have been given and no change in performance has resulted. It is normally the third step in the progressive discipline process.

**Demotion** - Demotion is placing an employee in a position of lower responsibility and pay. It will normally be used only when an otherwise good employee is unable to meet the standards required for a higher position.

**Termination** - Termination is the most severe disciplinary action that can be taken. Such disciplinary action usually occurs when previous discipline has been imposed and there has been no or inadequate change in performance or behavior. It also may occur when the employee commits an offense so serious that continued employment is inappropriate.

### **Chief of Police Review**

After reviewing each case, the Disciplinary Review Board will forward their recommendations to the Chief of Police. The Chief of Police will consider Board discipline recommendations; however, the Chief of Police has the final authority to determine the level of discipline.

## **IV. Use of Force Reporting**

The Reno Police Department provides training for all members in the many varied methods of force that could be utilized when affecting an arrest or defending oneself or another. Use of force may range from a simple takedown maneuver to the discharge of a firearm. Department policy states that:

### **Use of Deadly Force**

1. Law enforcement officers are authorized to use deadly force to:
  - a. Protect the officer or others from what is reasonably believed to be a threat of death or serious bodily harm; and/or
  - b. To prevent the escape of a fleeing violent felon who the officer has probable cause to believe poses a serious threat of death or serious injury to the officer or others; and/or
  - c. To destroy an animal that represents a threat to public safety, or as a humanitarian measure where the animal is seriously injured, when the officer reasonably believes that deadly force can be used without harm to the officer or others.

### **Deadly Force Restrictions**

1. Discharging a firearm to provide a "warning shot" is generally prohibited and may only be used under the most extreme circumstances.
2. Discharging a firearm at or from a moving vehicle is generally prohibited and may only be used under the most extreme circumstances.

### **Use of Non-Deadly Force**

1. Where deadly force is not authorized, officers may use only that level of force that is objectively reasonable to bring an incident under control.
2. Officers are authorized to use department approved, non-deadly force techniques and issued equipment to:
  - a. Protect the officer or others from physical harm; and/or
  - b. Restrain or subdue a resistant individual; and/or
  - c. Bring an unlawful situation safely and effectively under control.

### **Use of Other Weapons and Techniques**

Use of weapons and techniques other than those issued and approved by the department are governed by this use of force policy and must be objectively reasonable.

#### **Reporting**

A written use of force report is required following:

1. Any use of physical force other than light touch and physical controls (unless there are visible or claimed injuries), as specified by department approved training.
2. Any use of Impact Force, Chemical Force, Electronic Force, or Firearms Force.
3. Any use of force that results in an apparent or claimed injury.

Use of Force reports are completed by the involved officer's immediate supervisor and are forwarded up the chain of command for review. The Internal Affairs Division is the central gathering point for all Use of Force reports. This allows an ongoing review of each report to determine if the use of force was within departmental policy and/or if there are any training needs that have been identified. A use of force incident that appears to fall outside of departmental policy may result in an Administratively Directed Investigation to be conducted by the Internal Affairs Division.

## **V. Pursuits/Traffic Crashes**

The Reno Police Department is aware of the dangers of police vehicle pursuits. We are constantly evaluating our procedures and every pursuit is investigated and/or reviewed through the chain of command to ensure that it falls within departmental policy. Under departmental policy, officers may pursue a suspect when they reasonably believe the suspect has committed a felony or poses an immediate threat to human life. Unless exigent circumstances exist, officers will normally not pursue a suspect who has committed a misdemeanor. Officers must articulate justifiable cause necessitating immediate apprehension of the suspect when pursuing for any offense. Officers must also take into consideration numerous factors before beginning a pursuit; i.e., pedestrian traffic, time of day, traffic conditions, weather conditions, and if the identity of the subject who is being pursued is known. All information known at the time the pursuit is engaged in is included in a pursuit report.

Again, the Internal Affairs Division is the central gathering point for all Pursuit Reports.

In addition to pursuits involving police vehicles, the department has every traffic collision involving a police vehicle investigated, including those where the police vehicle was unoccupied. The department follows a county-wide inter-agency

protocol involving employee involved traffic crashes. This protocol dictates that an outside agency conduct an impartial criminal investigation of employee involved crashes that involve other occupied vehicles. The Reno Police Department will investigate employee involve crashes when an all the outside agency are unavailable. The Reno Police Department will also investigate employee involved crashes that involve only damage to property.

Besides the “traditional” traffic crash investigation, the department also conducts its own internal administrative crash investigation to determine if the employee violated departmental policy before, during or after the crash. In cases where an employee violated policy, the employee is subject to disciplinary measures and their case/crash will be submitted to the Disciplinary Review Board. A thorough review of all traffic crashes allows the early identification of driving trends or training needs with the ultimate goal in mind of reducing traffic crashes.

## VI. Personnel Early Intervention System

The Reno Police Department utilizes a Personnel Early Intervention System (EIS) to provide for the timely, systematic review of significant events involving agency employees; and to enable the agency to exercise its responsibility to evaluate, identify, and assist employees who exhibit signs of performance and/or conduct related problems.

Early Intervention Systems began to emerge in the late 1970s as a crisis management response to public concern over police abuse of force. In 1981, based upon hearings regarding three (3) major cities, the United States Commission on Civil Rights recommended that all departments establish similar systems and in the late 1990s, Early Intervention Systems emerged as a “Best Practice” with regard to police accountability. Since 1997, Early Intervention Systems have been included in consent decrees and memoranda of understanding settling law suits brought by the Civil Rights Division of the United States Justice Department under the “pattern or practice” clause of the 1994 Violent Crime Control Act.

A comprehensive Early Intervention System is intended to assist police supervisors and managers in identifying officers and other employees whose performance warrants review and, where appropriate, intervention in circumstances that may have negative consequences for the employee, fellow employee, the agency, and/or the general public.

The Reno Police Department has had Early Intervention System in place since 2000, however it was formally adopted and placed into use on May 5, 2005. The department has taken the initial concept of the Early Intervention System and has expanded its use and role to include each of the following:

- To identify an officer having personal problems
- To identify an officer at-risk of violating policy

- To identify training issues
- To identify policy concerns
- To assess Departmental performance
- To identify inadequate supervision
- As a Risk Management tool

The Internal Affairs Division serves as the coordinator of the Personnel Early Intervention System and is responsible for maintaining a system for collecting, tracking, and reporting on certain target data for each agency employee. Currently the following criteria are considered risk indicators and will be reviewed on an ongoing basis in order to identify employees with potentially problematic behaviors who are in need of intervention efforts:

- a. use of force incidents
- b. motor vehicle crashes or incidents
- c. below standard performance evaluations
- d. Administratively Directed Investigations or ADI's
- e. citizen complaints
- f. lawsuits

The following initial thresholds have been established by the Department as requiring EIS notice to the relevant supervisors of an employee who has been the subject of or involved as a principal participant in:

- a. Two or more citizen complaints in a twelve month period; or
- b. Three or more Administratively Directed Investigations in a twelve month period; or
- c. Three or more use of force incidents in a twelve month period; or
- d. Two or more pursuits in a twelve month period; or
- e. Three or more vehicle collisions in a twelve month period; or
- f. Six or more total targeted incidents in a twelve month period.

Upon an employee reaching one of these thresholds, an alert notice is generated and sent to the employee's direct supervisor and division lieutenant. EIS notices require that the employee's immediate supervisor and division lieutenant meet to conduct a preliminary review of the EIS data, as well as other recent employee performance related information. Based on this preliminary review, the employee's supervisor and division lieutenant will determine whether a formal review is needed.

If a formal review is needed, such review will include a meeting with the affected employee in an attempt to determine if any formal intervention procedures are necessary. Any subsequent courses of action will be determined and established by the employee's supervisor and division lieutenant with input from identified employees. The formal intervention process is non-disciplinary in nature.

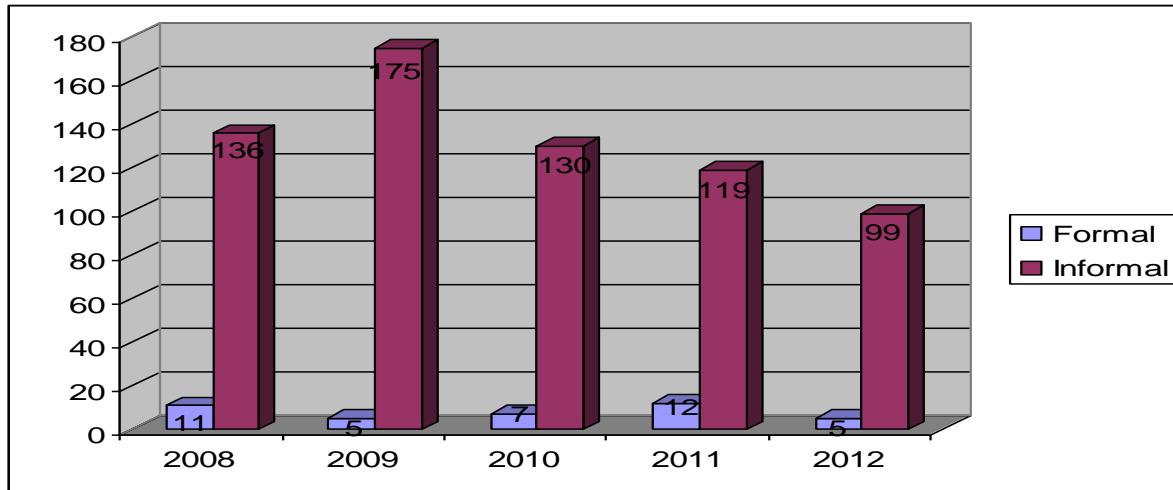
## VII. Citizen Complaint Overview – 2012

Formal complaints are generally reviewed by Internal Affairs. In 2012, 5 formal complaints were investigated by Internal Affairs compared to 13 in 2011. This is a 62% decrease.

Informal complaints are generally assigned to the involved employee's immediate supervisor for review. In 2005 RPD provided training to its first line supervisors related to problem identification and problem resolution. Since that time, supervisors have been given the authority to deal with these issues and informal complaints. When someone wishes to lodge an informal complaint, supervisors are allowed, with the agreement of the complainant and the involved employee, to have the discretion and authority to informally resolve complaints falling in Category II and Category III. When a complaint is resolved in this manner, the employee shall be advised of the complaint by the assigned supervisor and, if necessary, counseled or instructed to prevent future problems.

In 2012, supervisors handled 99 informal complaints, compared to 120 in 2011, an 18% decrease.

Citizen Complaints 2008-2012					
	2008	2009	2010	2011	2012
<b>Formal</b>	11	5	7	13	5
<b>Informal</b>	136	175	130	120	99



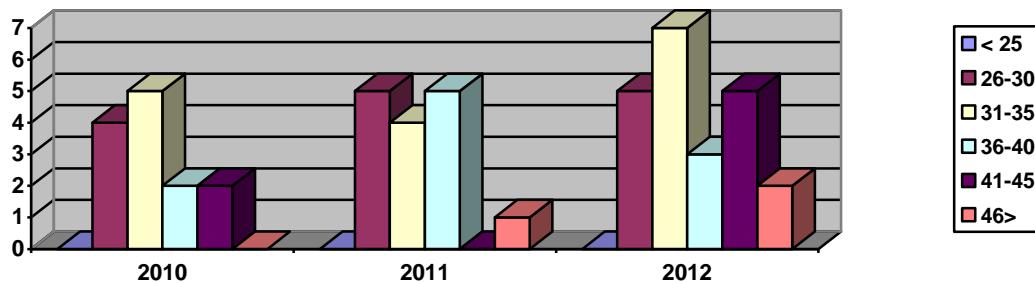
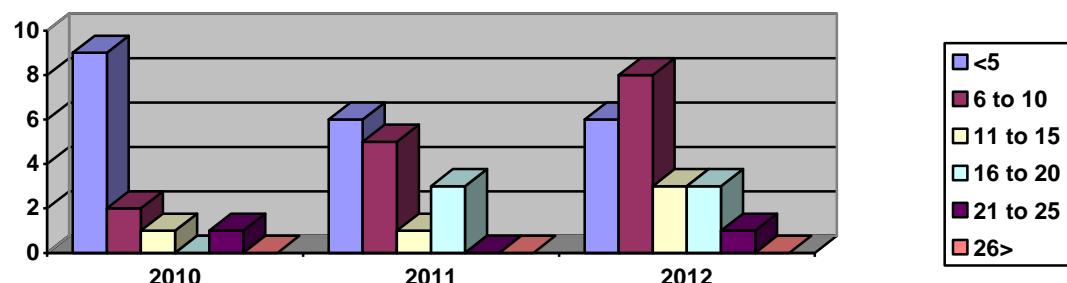
Formal Citizen Complaint details - 2012					
#	Allegations	Officers	# Days	Findings	
1	Excessive Force	1	42	Exonerated	
2	Mishandling of property	2	131	Unsustained	
3	Code of Conduct Values and Ethics	1	14	Unfounded	
4	Code of Conduct Values and Ethics	1	53	Closed	
5	Code of Conduct Values and Ethics/Search and Seizure	1	64	Exonerated.	

### Average Dumber of Days to Complete Investigation

Year	Overall average
2009	79
2010	58
2011	59
2012	55

Citizen Complaints - Age of Involved Employees						
Age	2010		2011		2012	
25 years or younger	0	0%	0	0%	0	0%
26-30 years	4	32%	5	33%	5	22%
31-35 years	5	38%	4	26%	7	30%
36-40 years	2	15%	5	33%	3	13%
41-45 years	2	15%	0	0%	5	22%
46 years or older	0	0%	1	6%	2	9%
Citizen Complaints - Length of Service						
Tenure	2010		2011		2012	
5 years or less	9	69%	6	40%	6	26%
6-10 years	2	15%	5	33%	8	35%
11-15 years	1	8%	1	6%	3	13%
16-20 years	0	0%	3	20%	3	13%
21-25 years	1	8%	0	0%	1	4%
26 years or more	0	0%	0	0%	0	0%

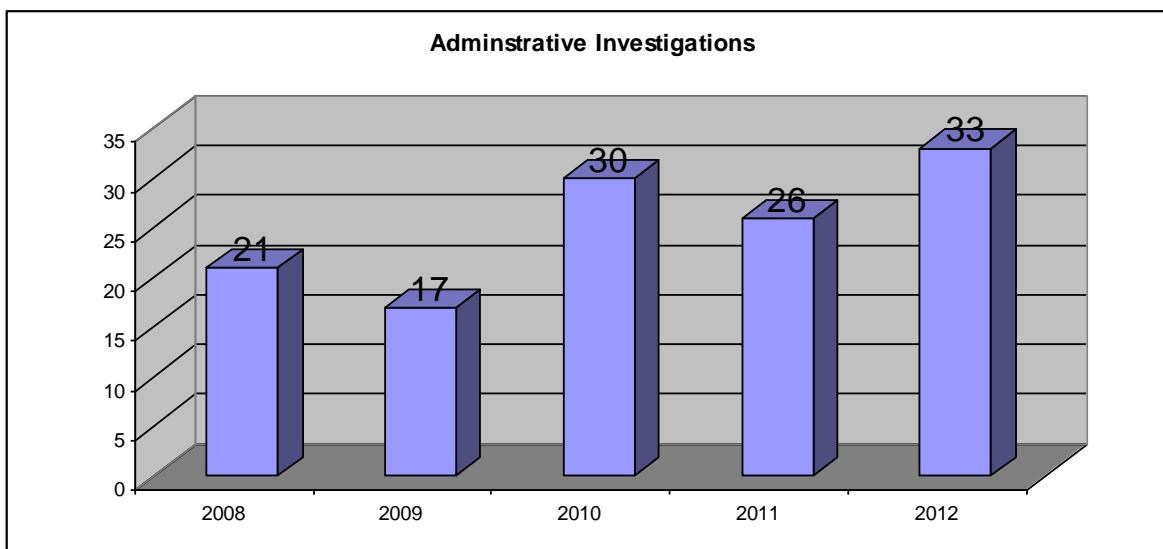
\* More than one officer may have been involved in a citizen complaint incident, thus the difference in number of officers versus number of incidents.

**Average Age of Employee****Average Tenure of Employee**

## VIII. Administratively Directed Investigation Overview – 2012

Administratively directed investigations are investigations which originate internally within the Department. They involve one employee making a complaint against another, most often a supervisor alleging improper conduct by a subordinate.

Administratively Direction Investigations 2008-2012				
2008	2009	2010	2011	2012
21	17	30	26	33



Administrative investigation incidents received between Jan 1, 2012 - Dec 31, 2012  
By Allegation

Code of Conduct Values and Ethics:	14	25.93%
Conflict of interest:	1	1.85%
Discrimination/Harassment:	10	18.52%
Evidence:	1	1.85%
Failure to follow policy:	4	7.41%
Failure to notify supervisor:	1	1.85%
Failure to properly report/investigate:	5	9.26%
Failure to Report for Duty:	1	1.85%
FTA - COURT:	2	3.70%
FTA - DMV:	4	7.41%
Insubordination:	1	1.85%
Interfered in an internal investigation:	1	1.85%
Interfered with internal investigation :	1	1.85%
misappropriation of Grant funds:	1	1.85%
Misconduct - on-duty:	4	7.41%
Police Vehicle Usage and Emergency Vehicle Operation:	1	1.85%
Time Card Procedure:	1	1.85%
Truthfulness in Duty - Dishonesty:	1	1.85%

Administrative investigation incidents received between Jan 1, 2012 - Dec 31, 2012  
By Finding

[No data entered]:	14	25.93%
Closed:	2	3.70%
Exonerated:	3	5.56%
Not Sustained:	10	18.52%
Performance Issue:	4	7.41%
Sustained:	9	16.67%
training, referred back to division:	1	1.85%
Unfounded:	11	20.37%

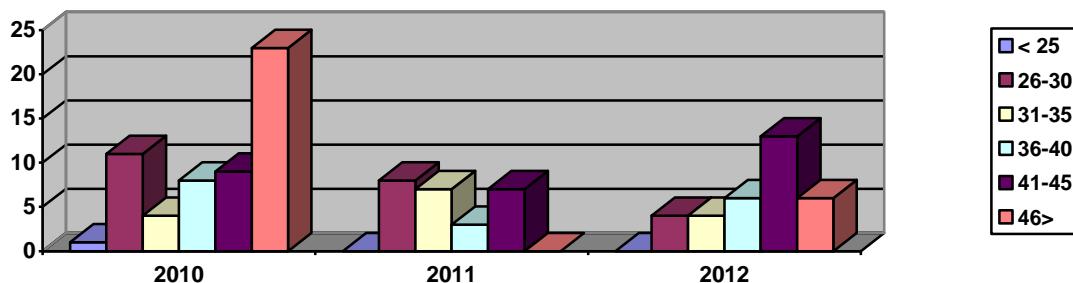
Administratively Directed Investigations – Age of Involved Employees						
Age	2010		2011		2012	
25 years or younger	1	1%	0	0%	0	0%
26-30 years	11	19%	8	32%	4	12%
31-35 years	4	7%	7	28%	4	12%
36-40 years	8	14%	3	12%	6	18%
41-45 years	9	16%	7	28%	13	39%
46 years or older	23	43%	0	0%	6	18%

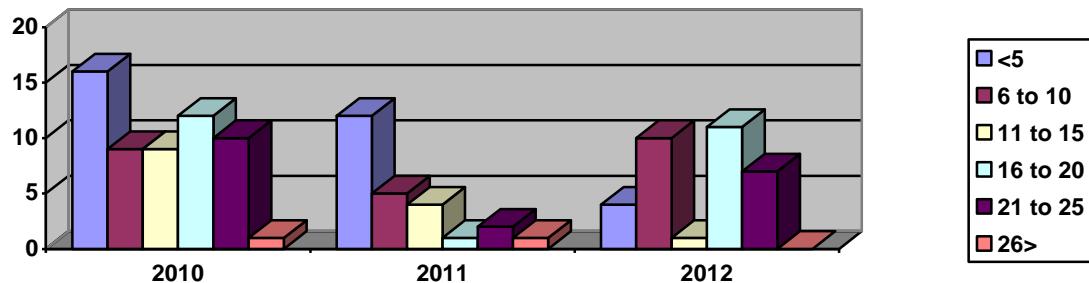
Administratively Directed Investigations – Length of Service						
Tenure	2010		2011		2012	
5 years or less	16	28%	12	48%	4	12%
6-10 years	9	16%	5	20%	10	30%
11-15 years	9	16%	4	16%	1	30%
16-20 years	12	22%	1	4%	11	33%
21-25 years	10	18%	2	8%	7	21%
26 years or more	1	5%	1	4%	0	0%

\*More than one officer may have been involved in an administratively directed investigation, thus the difference in number of officers versus number of incidents.

Average Age of Employee



Average Tenure of Employee



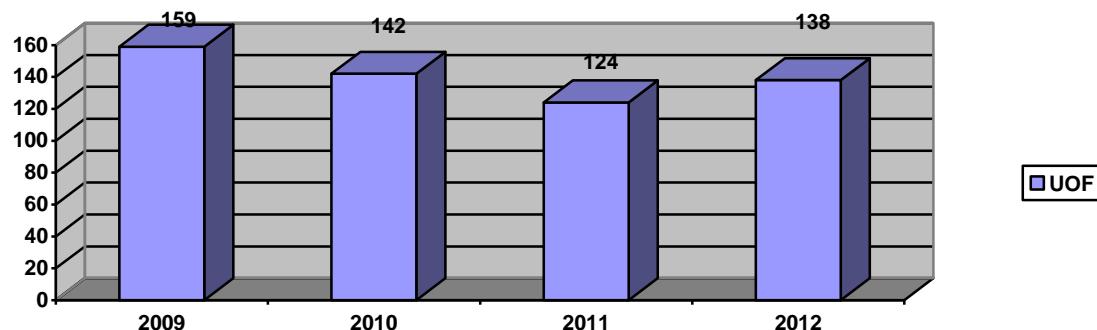
## IX. Use of Force Overview – 2012

The Reno Police Department provides ongoing training for all officers in the many varied methods of force that could be utilized when affecting an arrest or defending oneself or another.

A Use of Force Report is required in all cases where personnel apply a use of force alternative in response to a suspect's resistance and anytime the officer's response results in an apparent or claimed injury. A Use of Force Report is required in all cases involving the use of a baton, personal weapons, carotid, Electronic Control Device -TASER®, chemical agent, canine, any exceptional use of force, or any firearm discharge, including use of less lethal munitions.

In 2012, officers made 12,991 arrests compared to 10,205 arrests in 2011. This is a 12.28% increase from the previous year. Officers had to use force 138 times in response to a suspect's resistance. That is once for every 94 arrests, which is down from previous years.

Use of Force Incidents Compared to Arrests				
Year	Total Number of Arrests	Number of Use of Force Reports	% of arrests when force is used	Ratio (1 out of X arrests results in UOF)
2009	12,451	159	1.23%	1:78
2010	11,634	142	1.22%	1:82
2011	10,205	124	1.22%	1:82
2012	12,991	138	1.06%	1:94



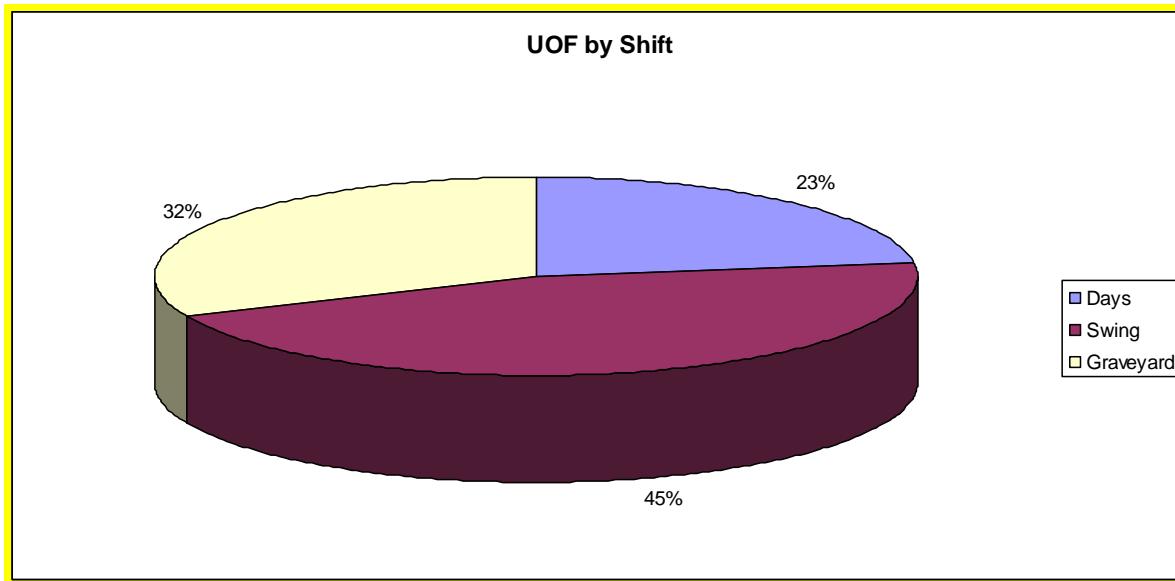
### Reason for Use of Force

	2010 Count	2011 Count	2012 Count	2010 %Total	2011 % Total	2012 % Total
Armed w/ Deadly Weapon	4	7	4	3%	6%	3%
Armed Hostage Situation	0	0	0	0%	0%	0%
Attack on Officer	17	12	17	12%	10%	12%
Barricaded Subject	0	0	1	0%	0%	>1%
Flight	20	19	18	14%	15%	13%
Other	4	6	3	3%	5%	2%
Physical Resistance	71	49	70	50%	40%	51%
Suicidal Subject	1	6	2	1%	5%	1%
Threatening to Fight	2	6	5	1%	5%	4%
Threats/Gestures	1	8	2	1%	6%	1%
Uncooperative	21	10	14	15%	8%	10%
Spitting	0	7	4	0%	2%	1%

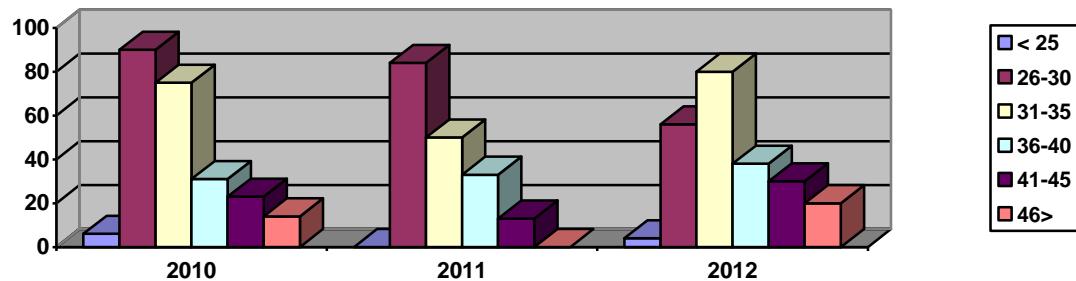
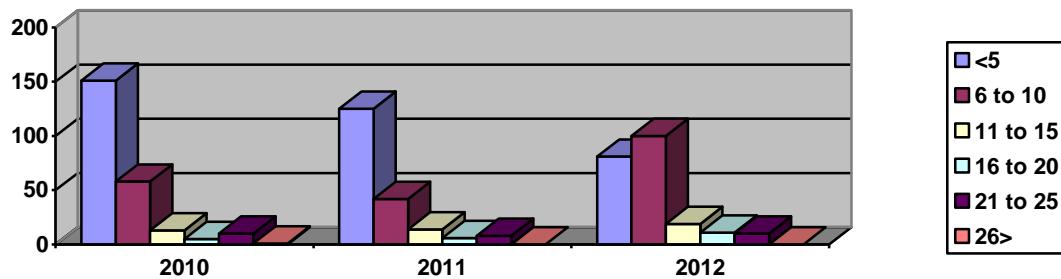
Use of Force Incidents 2008-2012					
	2008	2009	2010	2011	2012
Total # UOF Incidents	131	159	142	124	138
Total # of Officers Involved	215	255	240	195	235
Types of Force Used 2008-2012					
Asp/Baton	6	8	17	18	14
Carotid	3	2	7	8	3
Handcuff Injury Only	8	4	0	4	0
Handcuff takedown	13	9	17	8	10
K-9	4	3	1	1	1
Less Lethal Munitions	6	4	5	4	9
OC Spray	0	3	6	6	1
Other	11	15	19	15	13
Personal Weapon	23	25	28	22	26
Physical Controls	140	144	126	77	85
Take Down	0	0	44	67	81
Taser	33	63	22	27	32

\*from year to year different information is added or subtracted from the report forms which may lead to a deviation in numbers.

\*\*More than one use of force action may be used causing a higher number than total use of force.



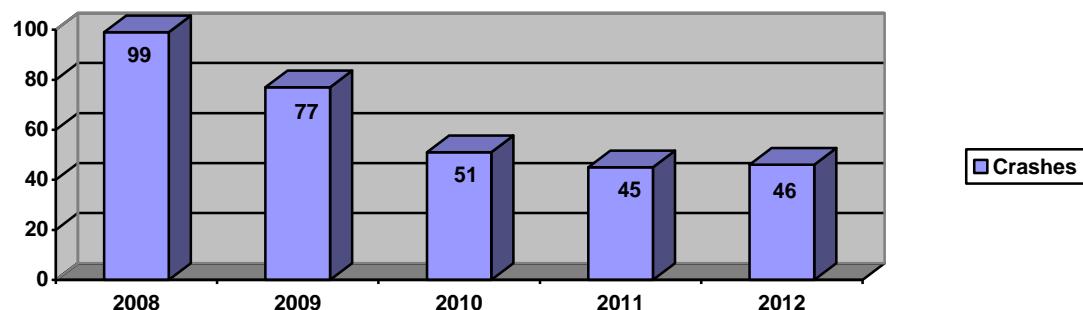
Use of Force - Age of Involved Employees						
Age	2010		2011		2012	
25 years or younger	10	4%	0	0%	4	2%
26-30 years	135	35%	84	44%	56	24%
31-35 years	120	31%	50	26%	80	34%
36-40 years	46	12%	33	17%	38	16%
41-45 years	37	9%	13	8%	30	13%
46 years or older	36	9%	12	6%	20	9%
Use of Force - Length of Service						
Tenure	2010		2011		2012	
5 years or less	240	63%	125	64%	81	35%
6-10 years	84	22%	42	21%	100	43%
11-15 years	20	5%	14	7%	19	8%
16-20 years	15	4%	6	3%	11	5%
21-25 years	20	5%	8	4%	10	4%
26 years or more	1	1%	0	0%	0	0%

**Average Age of Employee****Average Tenure of Employee**

## X. Employee Involved Traffic Crash Overview – 2012

The Reno Police Department operates a fleet of approximately 260 motor vehicles. During 2012, employees of the Reno Police Department were involved in a total of 46 traffic crashes.

Reno Police Department Employee Traffic Crashes				
2008	2009	2010	2011	2012
99	77	51	45	46

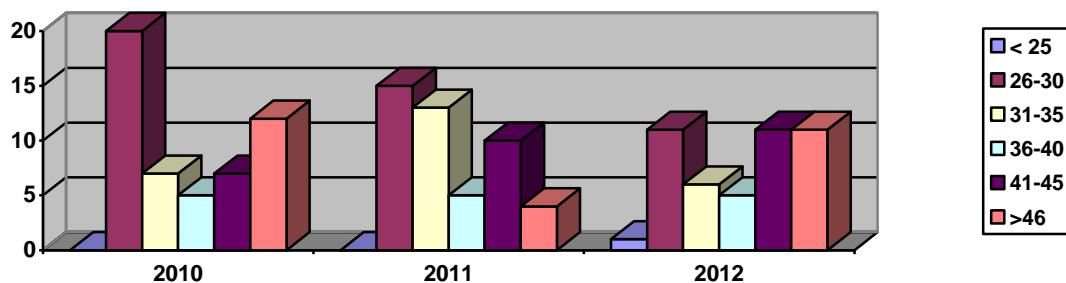


Any time a Reno Police Department employee is a driver of a vehicle that is involved in a crash, the accident is investigated criminally by another law enforcement agency. The Reno Police Department also conducts an internal investigation into the possibility of a policy violation. This includes any incident involving a motor vehicle in motion that causes some form of property damage. Investigations are completed by their direct supervisor.

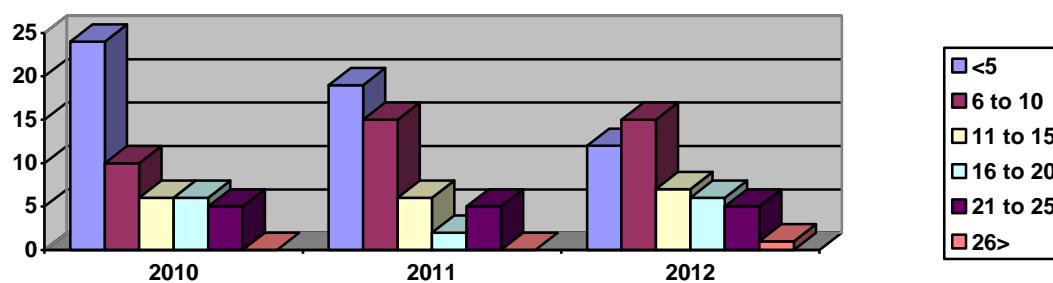
Outcome of Traffic Crash Investigations			
Year	Policy was Violated	No Policy Violated	Total
2008	69 (70%)	30	99
2009	47 (63%)	26	75
2010	33 (62%)	20	53
2011	27 (63%)	18	45
2012	31 (67%)	15	46

Traffic Crashes – Age of Involved Employees						
Age	2010		2011		2012	
25 years and younger	0	0%	0	0%	1	2%
26-30 years	20	39%	15	32%	11	24%
31-35 years	7	14%	13	27%	6	13%
36-40 years	5	10%	5	10%	5	11%
41-45 years	7	13%	10	21%	11	24%
46 years and older	12	23%	4	8%	11	24%
Traffic Crashes – Length of Service1						
Tenure	2010		2011		2012	
5 years or less	24	47%	19	40%	12	26%
6-10 years	10	19%	15	32%	15	33%
11-15 years	6	12%	6	13%	7	15%
16-20 years	6	12%	2	4%	6	13%
21-25 years	5	11%	5	10%	5	11%
26 years or more	0	0%	0	0%	1	2%

Average Age of Employee



Average Tenure of Employee



## XI. Vehicle Pursuit Overview – 2012

The Reno Police Department recognizes that the preservation of life and public safety is more important than either property or the immediate apprehension of non-violent criminals. However, enforcement of the law may necessitate the initiation of a vehicle pursuit in order to apprehend violators. Decisions to initiate, continue, or discontinue a pursuit require the evaluation of many factors, to include the nature of the offense(s), environmental conditions, and with respect to the overall safety of the public.

Departmental policies outline procedures to clarify responsibilities in vehicle pursuits from initiation to termination. Any deviation must be fully justified in writing by the officer/supervisor involved. These procedures are to be followed as a general rule, although the facts and circumstances of a particular situation may require a different response. The decision to pursue will be limited to the facts known at the time. The ultimate responsibility for a vehicle pursuit or legal intervention lies with the officer/supervisor involved.

Officers may pursue a suspect when they reasonably believe the suspect has committed a felony or poses an immediate threat to human life. Unless exigent circumstances exist, officers will normally not pursue a suspect who has committed a misdemeanor. Officers must articulate justifiable cause necessitating immediate apprehension of the suspect when pursuing for any offense.

Vehicle Pursuits 2007-2011				
2008	2009	2010	2011	2012
11	14	10	8	7

Reasons for Vehicle Pursuits				
	2009	2010	2011	2012
# Pursuits	14	10	8	7
# Officers Involved	34	13	12	13
# Crashes During	6	7	3	1
# Aborted/Cancelled	3	3	2	3
Felony Crime	5	4	3	4
Traffic Offense	5	4	2	1
Wanted Subject	0	0	1	1
Misdemeanor Crime	4	1	1	0
Other	0	1	0	1

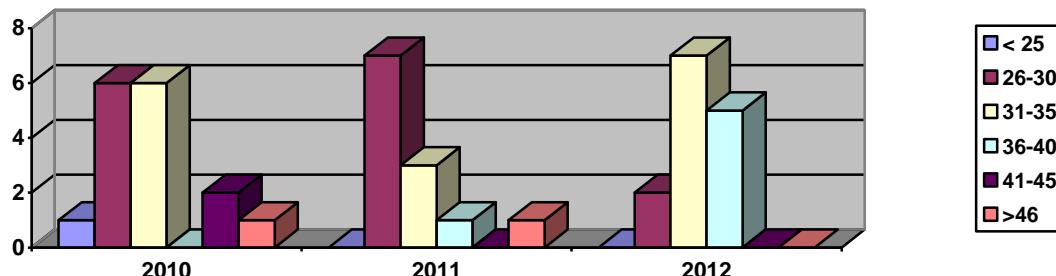
Vehicle Pursuits – Age of Involved Employees						
Age	2010		2011		2012	
25 yoa or younger	1	6%	0	0%	0	0%
26-30 yoa	6	38%	7	58%	2	13%
31-35 yoa	6	38%	3	25%	7	44%
36-40 yoa	0	0%	1	8%	5	31%
41-45 yoa	2	12%	0	0%	0	0%
46 yoa or older	1	6%	1	8%	0	0%

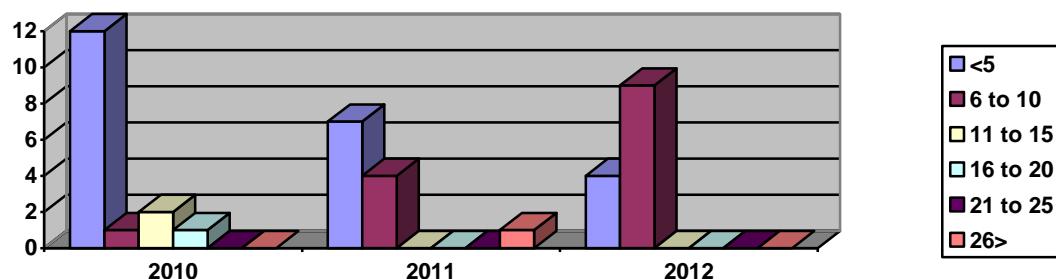
Vehicle Pursuits – Employee's Length of Service						
Tenure	2010		2011		2012	
5 years or less	12	75%	7	58%	4	25
6-10 years	1	6%	4	33%	9	56
11-15 years	2	13%	0	0%	0	0
16-20 years	1	6%	0	0%	0	0
21-25 years	0	0%	0	0%	0	0
26 years or more	0	0%	1	8%	0	0

\* numbers may not equal actual number of pursuits due to more than one occupant in vehicle.

Average Age of Employee



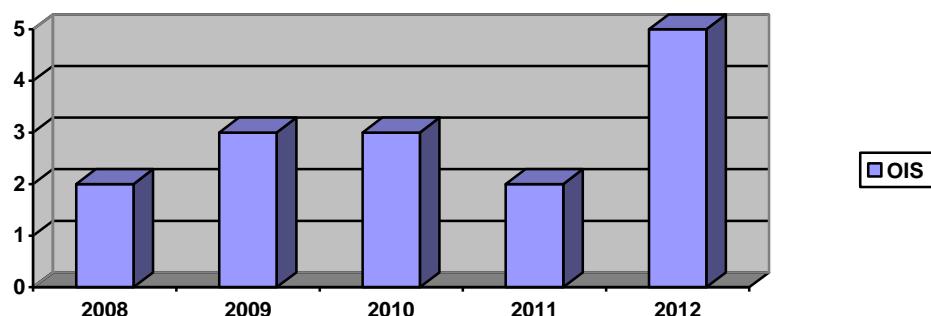
Average Tenure of Employee



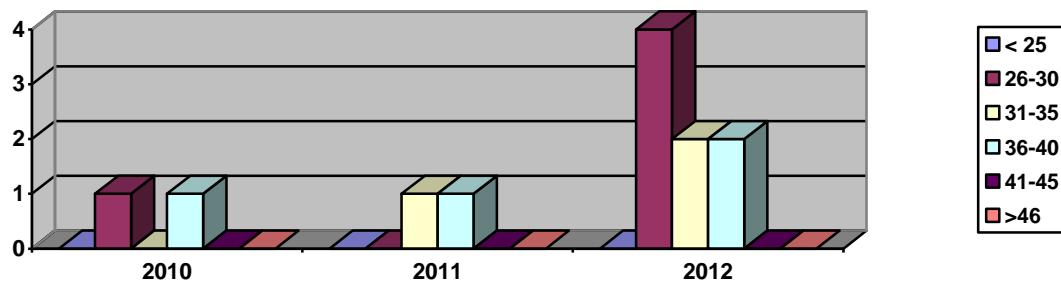
## XII. Officer Involved Shooting Overview – 2012

The Internal Affairs Division conducts an investigation and/or review of each officer involved shooting situation. In 2012 there were five (5) officer involved shooting incidents involving eight (8) officers. In three of these cases the officer discharged their weapon to euthanize an injured deer that had been struck by a vehicle. This is the first year the Reno Police Department has included all shooting incidents to include euthanizing animals.

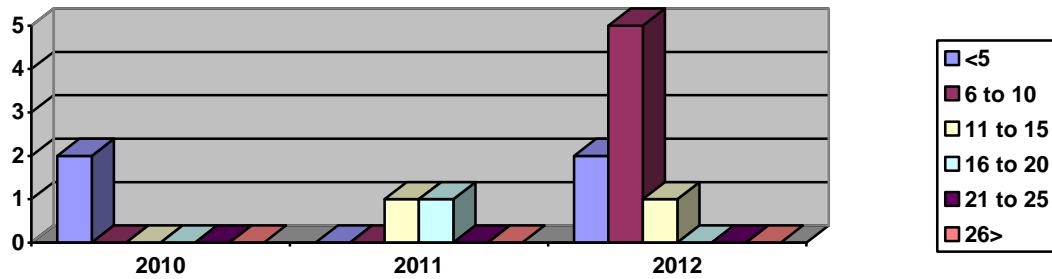
Officer Involved Shootings				
2008	2009	2010	2011	2012
2	3	2	2	5



Average Age of Employee



Average Tenure of Employee



### XIII. Personnel Early Intervention System Overview – 2012

See Section VI for a full discussion of the Personnel Early Intervention System and Alert thresholds.

<b>Personnel Early Intervention System Alerts</b>			
<b>INCIDENT Type Alert</b>			
	<b>2010</b>	<b>2011</b>	<b>2012</b>
Number of Officers with 7 Alerts	0	0	1
Number of Officers with 6 Alerts	0	1	2
Number of Officers with 5 Alerts	4	0	1
Number of Officers with 4 Alerts	6	3	2
Number of Officers with 3 Alerts	7	4	6
Number of Officers with 2 Alerts	13	8	12
Number of Officers with 1 Alert	18	29	19
<b>Total of INCIDENT type alerts</b>	<b>130</b>	<b>69</b>	<b>43</b>

<b>Personnel Early Intervention System Alerts</b>			
<b>OVERALL Type Alert</b>			
	<b>2010</b>	<b>2011</b>	<b>2012</b>
Number of Officers with 9 Alerts	0	0	0
Number of Officers with 8 Alerts	0	0	0
Number of Officers with 7 Alerts	1	0	0
Number of Officers with 6 Alerts	1	0	1
Number of Officers with 5 Alerts	0	2	1
Number of Officers with 4 Alerts	2	1	2
Number of Officers with 3 Alerts	2	0	0
Number of Officers with 2 Alerts	5	5	5
Number of Officers with 1 Alert	7	5	4
<b>Total of OVERALL type alerts</b>	<b>45</b>	<b>29</b>	<b>13</b>

## XIV. Trends

As previously indicated, the data in this report serves several purposes. It is presented to more fully inform the citizens of Reno of a key aspect of a strong police/community relationship. The Department believes an informed community will be more understanding of the difficult and critical role a police officer must fulfill. The overall goal of the Reno Police Department is to provide efficient, effective and professional police service to our citizens. As part of this goal, the data provided in this report is reviewed for trends that may be impacted by various responses of the police department such as training and education.

A review of the data collected for 2012 reveals 32% of the overall incidents occur within the 0-5 year range which accounts for only 11% of our overall department. This number is supported as these officers are still learning the job and crafting their skills as police officers. This group also has the highest percentile of traffic accidents, also due to the heavy demand of multi-tasking within the police vehicle. As we continue to outfit our current fleet of vehicles with hands free talking devices and other technology that will aid in reducing the multi-tasking in the vehicle we should see this number decrease. Although, this 0-5 year range is predictable, as a department on the cutting edge of policing in the nation, we need to examine new methods to assist these younger officers as they transition into this career.

The highest percentile (6-10 years), is also the highest across the board. This is also predictable as it is 44% of our total department and 52% of the officers on Patrol.

By reviewing the trends presented during the preceding year we can:

- Review policy and procedure for potential changes
- Update in-service training programs
- Research education and training programs that may better prepare our officers for the ever changing environment they work in

The Reno Police Department's training division is constantly reviewing the information obtained through the IA process as the impetus for program improvements. Our current training practices continue to be modified in an effort to provide officers with an opportunity to experience, in a controlled environment, situations that replicate what other police officers nationwide have encountered. It is also a fundamental desire to improve our service to the community and to foster as safe a work environment as possible for our employees.

Years of Service – All Incident Totals Per Year						
Years of Service	2010		2011		2012	
	Total	Percentage	Total	Percentage	Total	Percentage
<b>0-5</b>	307	59.84%	169	57.48%	107	32%
<b>6-10</b>	112	21.83%	71	24.15%	122	43%
<b>11-15</b>	36	7.01%	25	8.5%	30	9%
<b>16-20</b>	26	5.06%	12	4.08%	31	9%
<b>21-25</b>	31	6.04%	15	5.1%	23	7%
<b>26+</b>	1	.22%	2	.68%	1	0%
<b>Total</b>	513	100%	294	100%	334	100%

Years of Service - All Incidents 2012						
Years of Service	Citizen Complaints	Administrative Directed Investigations	Use of Force Incidents	Traffic Crashes	Vehicle Pursuits	Total
<b>0 – 5</b>	6	4	81	12	4	107
<b>6 – 10</b>	8	10	100	15	9	142
<b>11 – 15</b>	3	1	19	7	0	30
<b>16 – 20</b>	3	11	11	6	0	31
<b>21 – 25</b>	1	7	10	5	0	23
<b>26+</b>	0	0	0	1	0	1

	Officers	Sergeants	Lieutenants	Executive Staff	Total	%
<b>&lt;5</b>	30	0	0	0	30	11%
<b>6-10</b>	117	6	0	0	123	44%
<b>11-15</b>	39	11	1	0	51	18%
<b>16-20</b>	23	15	5	3	46	16%
<b>21-25</b>	17	8	4	0	29	10%
<b>26+&gt;</b>	0	0	0	1	1	0%
	226	40	10	4	280	100%

**ADDENDUM A****Complaint/Concern Reporting Procedures****What is a Concern? *Using the Citizen Suggestion Line***

You may have had contact with a Police Department employee during which you felt their demeanor or actions, in your opinion, were questionable, but do not necessitate a formal complaint. You still feel the need, however, to discuss the employee's behavior with us, without the need for additional involvement.

The Reno Police Department maintains a citizen suggestion line if you would like to simply offer your opinion of police operations, ask a question, or address a concern. This can even be done anonymously if you prefer. Call 775-334-4636 to leave a voice mail message on the Reno Direct line or by going to [renodirect@cityofreno.com](mailto:renodirect@cityofreno.com). Messages are reviewed on a daily basis.

**What is a Procedural Question?**

There are times when the actions of an employee may appear inappropriate, but are procedurally and legally correct. These procedural questions often arise if a person is stopped and questioned, or may deal with issues of search and seizure or self-incrimination warnings (Miranda admonishments). You are invited to ask questions about these types of issues, and we will try to respond quickly to your inquiry. Ask your question by leaving a voice mail message on the Reno Direct line of 334-4636 or contacting an on-duty Patrol Supervisor or Watch Commander by calling Dispatch at 775-334-2121.

**What is a Complaint?**

A complaint is an allegation of circumstances amounting to a specific act, or omission, which if proven true would amount to misconduct. It is an expression of dissatisfaction with a policy, procedure, practice, service level or legal standard.

**Who May Make a Complaint?**

Any person who witnessed an incident, who feels that the Police Department has treated him or her in an adverse manner, or has direct or well-founded knowledge of inappropriate actions by any Department employee, may make a complaint.

## How Do You Register a Complaint, Concern, or Compliment?

A complaint, compliment or concern may be made verbally or in writing at any time of the day or night to any police supervisory personnel. Usually, an explanation of the situation in person, by telephone, or via e-mail is all that is needed to initiate a review or investigation of the matter. During business hours, if you visit the Police station, you will be referred to an on-duty Watch Commander or a Patrol Supervisor. If you wish to call, you can use the Dispatch non-emergency number, 775-334-2121, 24 hours a day, and ask for the on-duty Patrol Supervisor or Watch Commander; or logon to <http://www.reno.gov/index.aspx?page=465>

Complaints may also be made in person or phone to any of the following locations:

Internal Affairs Office  
Reno City Hall  
1 East 1<sup>st</sup> Street  
Suite 1111  
(775)334-2106  
Open: Mon-Fri 7 a.m. to 5 p.m.

Main Police Station  
455 E. 2<sup>nd</sup> Street  
(775)334-2175  
Open: Mon-Fri 8 a.m. to 5 p.m.  
[Directions](#)

Citi Center Substation  
333 N. Center Street  
(775) 689-2960  
Open: Tues-Thurs 10 a.m. to 5 p.m. for telephone and walk in reports  
[Directions](#)

Neil Road Substation  
3905 Neil Road (in Miguel Rivera Park)  
(775) 334-2550  
Open: Tues-Thurs 10 a.m. to 5 p.m. for telephone and walk in reports  
[Directions](#)